

CITY OF BURBANK

TRANSPORTATION SCHEDULER

DEFINITION

Under direction, to perform a variety of responsible tasks in scheduling and coordinating services as they relate to the Transportation Services Programs; and to do related work as required.

ESSENTIAL FUNCTIONS

Receives requests for service over the telephone from clients; schedules and assigns routes to Transportation Services Drivers for efficient service delivery; maintains program records and statistics; checks and records information on records; greets the public in-person and over the telephone; responds to routine procedural and directional inquiries and refers to proper source of information if necessary; assists public at the counter and completes and processes various forms; accepts money, collects fares and issues receipts upon request; prepares and balances reports of receipts; operates calculator, word processor, and other office equipment; advises authorities as to health or related problems of clients; renders routine first aid when needed; operates City transit vehicles as required.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – current department transportation programs; streets, distance, and time traveled within and about the City; modern office methods, procedures, and equipment; basic mathematics; effective customer service techniques.
- Skill in – communicating with people of all ages, economic, and cultural backgrounds.
- Ability to - effectively dispatch and relay information over the radio; organize and maintain record keeping systems; properly maintain drivers' schedules; understand and interpret written material; operate a variety of office equipment, including word processor and computer terminal; accurately make cash transactions; perform simple mathematical computations; work independently and exercise judgment and initiative in performing assigned duties; communicate effectively, both orally and in writing; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: One year of scheduling and dispatching experience for a transportation service.

License & Certificates: A valid California Class "B" driver's license or equivalent is required at time of appointment. Valid Cardiopulmonary Resuscitation (CPR), Communicable Disease, and First Aid Certificates from authorized providers, as determined by the Management Services Department, within three months of appointment.

SUPPLEMENTAL INFORMATION

Desirable qualification: Graduation from high school or G.E.D. high school equivalent.